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FEDERAL BUREAU OF INVESTIGATION
POLICY DIRECTIVE

0862D

1. Policy Directive Title.	General Telecommunications Policy
2. Publication Date.	2016-05-25
3. Effective Date.	2016-05-25
4. Review Date.	2019-05-25
5. Date of Last Renewal.	N/A

6. Authorities:

- 6.1. Department of Justice (DOJ) Order 2421.1E, *Use of Government Telecommunications Systems*
- 6.2. U.S. General Services Administration (GSA) Federal Management Regulation [FMR] Subchapter F, "Telecommunications," Sections 102-171 to 102-172
- 6.3. Rehabilitation Act of 1973, Title 29 United States Code (U.S.C.) Section (§) 794d
- 6.4. Workforce Investment Act of 1998, Public Law (PL) 105-220, August 7, 1998
- 6.5. Telecommunications Act of 1996, PL 104-104, February 8, 1996
- 6.6. Twenty-First Century Communications and Video Accessibility Act of 2010, PL 111-260, October 8, 2010
- 6.7. Electronic and Information Technology Accessibility Standards, Title 36 Code of Federal Regulations (CFR) Part 1194
- 6.8. Federal Acquisition Regulations (FAR), 48 CFR Chapter 1, Parts 2, 7, 10, 11, 12, and 39
- 6.9. 28 CFR § 45.4., Personal use of Government property

7. Purpose:

The purpose of this policy is to provide guidance on the proper use and procurement of Federal Bureau of Investigation (FBI) telecommunications systems.

8. Policy Statement:

8.1. Phone Usage

8.1.1.

8.1.2. The use of telephone services, equipment, or facilities (including call transfer commercial systems that will be paid for by the FBI) must be limited to the conduct of official business, unless permitted by DOJ. (See DOJ Order 2421.1E and 28 CFR § 45.4 referenced in the *FBI Ethics and Integrity Program Policy Directive and Policy Guide [0754DPG]*.)

8.1.3. Employees are authorized to use government systems, equipment, and facilities under DOJ's de minimis exception (28 CFR § 45.4) for (1) personal uses that involve only negligible expenses (such as electricity, ink, small amounts of paper, or ordinary wear and tear) and (2) limited personal telephone

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and fax calls to locations within the offices' commuting areas or that are charged to nongovernment accounts. This authorization does not override any statutes, rules, or regulations governing the use of specific types of government property (e.g., 41 CFR § 101-35.201, Authorized Use of Long Distance Telephone Services) and may be revoked or limited at any time by any supervisor or component for any business reason.

8.1.4. Call forwarding is permissible to other phones within the same FBI facility. Call forwarding outside of the facility to another FBI telephone, including an FBI-issued cellular phone, is permissible with the approval from the Telecommunications Support Unit (TSU) unit chief (UC). Forwarding telephone calls to a non-FBI telephone is not permissible.

8.1.5. Call blocking nuisance callers to a published telephone number is permissible. Individual employees should consider changing extensions in lieu of having numbers blocked.

8.1.6. Small resident agencies (RA) that do not have an FBI-procured and -maintained telephone system must use private telephone lines provided directly from a local exchange carrier (LEC). Tie lines with switchboards are permissible, in addition to private lines, if approved by FBI Headquarters (FBIHQ).

8.1.7. Telephone usage in violation of the requirements established by DOJ Order 2421.1E and the FBI *Ethics and Integrity Program Policy Directive and Policy Guide (0754DPG)* may result in disciplinary action, including, but not limited to, holding FBI personnel responsible for making unauthorized calls accountable for reimbursing the FBI for related expenses. Collection for unauthorized telephone calls will be composed of two parts: (1) the value of the call based on commercial long-distance rates rounded to the nearest dollar and (2) a service (handling) charge of \$10 on each call to cover administrative costs (e.g., to determine that the call was unauthorized and to process the collection).

8.1.8. Telephones must be answered in a professional manner stating organization and/or name, unless this would interfere with an operational or mission requirement (e.g., an unlisted number not being attributed to the FBI).

8.1.9. Each user must be aware that all calls made using an FBI telephone are accounted automatically to the user's station. This call information, which is computer-controlled, prints out identifying data similar to that which appears on each individual's home telephone toll bill. In addition, the printout will show the time the call was placed and the length of the call. At FBIHQ, the resulting billing information must be furnished to each division for verification and control. Each field office (FO) with call detail recording must keep records for three years and furnish the resulting information to TSU when requested by TSU. All long-distance calls are charged to the Bureau on a per-minute, time- and distance-sensitive rate, 24 hours a day, 7 days a week.

8.2. Listing of Telephone Numbers in Directories and Caller Identification (ID)

8.2.1. FO listings must be "Federal Bureau of Investigation" (for city, business, and building directories and inscriptions on doors the listing must be "Federal Bureau of Investigation, United States Department of Justice"). Listings must appear alphabetically under the letter "F" in the United States (U.S.) government section of the telephone directory.

8.2.2. RAs listings must be included in the U.S. government section, if available, and in those cases where there is no U.S. government section, the listings must be included in alphabetical order in the white pages. If there is no charge for multiple listings, the telephone number may be listed in both the U.S. government section and the alphabetical section. If there is a charge for more than one listing, the RA telephone number must be listed only in the part of the directory that normally carries other government agencies (OGA) with a single listing.

8.2.2.1. All RA locations must be equipped with a telephone answering recorder or a voice mail system. This equipment can then be activated to advise the caller to call the FO number in an emergency situation when the RA is unmanned.

8.2.2.2. In no instances must the residence telephone number or address of a special agent (SA) be listed as an alternate or emergency number for the RA.

8.2.3. For locations where there is no FO or RA, no telephone directory listing is required. There is no objection to listing the FO telephone number in the alphabetical section of the directories, provided that there is no charge for the listing.

8.2.4. Outbound caller ID information for all stations within FBI offices will display the main office telephone number and state "US GOVT" for all desk and wall phones.

8.3. Requests for Additional Telephone Facilities and Equipment

8.3.1. Each FO must have a telecommunications point of contact (POC) who will act as a liaison between the FO and TSU, ideally a telecommunications specialist who has experience with telephone service and support.

8.3.2. New telecommunications, equipment, and supplies must be ordered and procured following the guidance on the TSU's Intranet site.

8.3.3. Speakerphones may be authorized by the Security Division (SecD), when appropriate. Additionally, one speakerphone may be authorized for use in a conference room or a command post. The Bureau is governed by GSA regulations regarding the acquisition of speakerphones, as well as SecD guidance in electronic communication (EC) [REDACTED]

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8.4. Telephone Service Ordering, Maintenance, and Invoicing

8.4.1. All requests for a telephone company service must be handled following the instructions located at TSU's Intranet site.

8.4.2. [REDACTED]

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8.4.3. All invoices for these services must be billed directly to TSU. If an office receives a bill in error, it must immediately notify TSU.

8.4.4. Maintenance requests including basic moves, additions, and changes to existing telephone systems must be coordinated through TSU. Guidance on how to submit trouble tickets is listed on TSU's Intranet site.

8.4.5. TSU is responsible for providing all telephone-related contracts.

8.5. [REDACTED]

8.5.1. [REDACTED]

8.5.2. All FBIHQ and FO telephone system auto attendants must have a warning message alerting outside callers that, "this call may be recorded."

8.5.3. [REDACTED]

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8.5.4. [REDACTED]

8.5.5. [REDACTED]

8.5.6. [REDACTED]

8.5.7. [REDACTED]

8.5.8. [REDACTED]

8.5.9. [REDACTED]

8.6. Reasonable Accommodations and Compliance

8.6.1. All telecommunication products and services must be compliant under Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794d)

8.6.2. Accommodations and assistive technology must be made for any individual who is unable to use a standard telephone per Section 508 of the Rehabilitation Act of 1973.

8.6.3. Employees requiring reasonable accommodations must submit their requests to the FBI's Office of Equal Employment Opportunity (OEEO) Reasonable Accommodation Program.

9. Scope:

This policy applies to all FBI employees.

10. Proponent:

Facilities and Logistics Services Division (FLSD)

11. Roles and Responsibilities:

11.1. All Bureau offices must:

11.1.1. Adhere to the guidelines outlined in this policy directive (PD).

11.1.2. Submit a quarterly download of all calls made from the office when station message detail recording (SMDR) is available.

11.2. TSU or individuals designated by TSU's UC must:

11.2.1. Coordinate all requests for a telephone company service or changes to existing telephone systems.

11.2.2. Provide on-the-job training to telecommunications POCs so that they are able to perform basic telecommunications tasks such as changing extensions, adding instruments, and resetting voice mail.

11.3. The telecommunications POC must:

11.3.1. Act as a liaison between his or her office and TSU.

11.3.2. Perform basic telecommunications tasks including changing extensions, adding instruments, and resetting voice mail.

11.3.3. Coordinate with TSU using information located on its Intranet site if a requirement exceeds the POC's capabilities.

12. Exemptions:

This policy does not apply to the usage of mobile phones.

13. Supersession:

13.1. *Manual of Investigative Operation and Guidelines* [MIOG] Part 2 Section 16-9, "Voice Communications"

13.2. MIOG Part 2 Section 16-9.1, "General Telephone Policy"

13.3. MIOG Part 2 Section 16-9.2, "Requests for Additional Telephone Facilities and/or Equipment"

13.4. MIOG Part 2 Section 16-9.3, "Procuring New Telephone Systems"

13.5. MIOG Part 2 Section 16-9.8, "Tie Lines"

13.6. MIOG Part 2 Section 16-9.9, "Local Telephone Systems"

13.7. MIOG Part 2 Section 16-9.9.1, "Policy"

13.8. MIOG Part 2 Section 16-9.9.2, "Listing of Telephone Numbers in Directories"

13.9. MIOG Part 2 Section 16-9.10, "Telephone Answering Devices"

13.10. MIOG Part 2 Section 16-9.11, "Use of FBIHQ Telephones"

13.11. MIOG Part 2 Section 16-9.11.1, "Computer Record of Calls Made"

13.12. MIOG Part 2 Section 16-9.11.6, "FBIHQ Office Reorganization/Expansion"

13.13. MIOG Part 2 Section 16-9.11.7, "Quarterly Telephone Reports"

13.14. *Manual of Administrative Operations and Procedures* [MAOP] Part 2 Section 1-3.9, "Telephone Facilities and Listing of Telephone Numbers in Directories"

14. References, Links, and Forms:

14.1. References

14.1.1. *Secure Communication Devices at Non-FBI Controlled Facilities Policy Implementation Guide* (0413PG)

14.1.2. Office of the Inspector General (OIG) Audit Report 07-42, *Department of Justice Conference Expenditures*, September 2007

14.2. Key Words

14.2.1. Caller ID

14.2.2. Call recording

14.2.3. main telephone equipment room

14.3. Links

14.3.1. *FBI Ethics and Integrity Program Policy Directive and Policy Guide* (0754DPG)

14.3.2. TSU's Intranet site

15. Key Words, Definitions, and Acronyms:

15.1. Definitions

15.1.1. Public switched telephone network: the world's collection of interconnected, voice-oriented public telephone networks, both commercial and government.

15.1.2. Standard telephone: an instrument used for voice communications using the public switched telephone network.

15.1.3. Tie line: a private line communication channel provided by communications common carriers for linking two or more switching points together.

15.2. Acronyms

15.2.1. CFR: Code of Federal Regulations

15.2.2. DOJ: Department of Justice

15.2.3. EC: electronic communication

15.2.4. ELSUR: electronic surveillance

15.2.5. FAR: Federal Acquisition Regulations

15.2.6. FBI: Federal Bureau of Investigation

15.2.7. FBIHQ: Federal Bureau of Investigation Headquarters

15.2.8. FLSD: Facilities and Logistics Services Division

15.2.9. FMR: *Federal Management Regulations*

15.2.10. FO: field office

15.2.11. FY: fiscal year

15.2.12. GSA: General Services Administration

15.2.13. ID: identification

15.2.14. LEC: local exchange carrier

15.2.15. MAOP: *Manual of Administrative Operations and Procedures*

15.2.16. MIOG: *Manual of Investigative Operation and Guidelines*

15.2.17. OEEOA: Office of Equal Employment Opportunity Affairs

15.2.18. OGA: other government agency

15.2.19. OGC: Office of the General Counsel

15.2.20. OIG: Office of the Inspector General

15.2.21. PD: policy directive

15.2.22. PL: public law

15.2.23. POC: point of contact

15.2.24. RA: resident agency

15.2.25. SA: special agent

15.2.26. SecD: Security Division

15.2.27. TER: telephone equipment room

15.2.28. TSU: Telecommunications Support Unit

15.2.29. UIC: unit chief

15.2.30. U.S.: United States

15.2.31. U.S.C.: United States Code

15.2.32. **References and Attachments:**

None

Sponsoring Executive Approval	
Name:	Richard Lee Haley
Title:	Assistant Director Facilities and Logistics Services Division
Final Approval	
Name:	David L. Bowdich
Title:	Associate Deputy Director

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